

January 29, 2008

WebAccess Email Client Not Working

This is a quick note to give an update on our status with Web Access Client (WAC).

As is shown on the Email Web Client launch page the button for the WebAccess Client has been removed. Following the January upgrade both the WebAccess and the WebMail clients began to error and restart themselves sporadically when under heavy utilization. By eliminating the use of the WebAccess Client we reduced these errors (and outages) from hourly to once a day or so. We have been actively working, daily, with Oracle Support to resolve this issue, and will continue to do so until the issue is resolved, and both clients are in service.